Waiver Project News

Wyoming Department of Health

User Roles: "Who's on First?"

Much like Abbott and Costello's baseball team line up (although not **nearly** as confusing), each team member in the new Waiver system will have a specific position or role to in the Waivers ball game.

Each Waiver system role will have access to a specific set of tasks and information. Roles which are included in the current project scope include:

Participant Support

WDH Participant Support (i.e., waiver specialists, area resource specialists and similar WDH program staff that work with providers, applicants and participants): Review documents submitted for waiver applications and plans of care. Answers questions about the programs and specific cases.
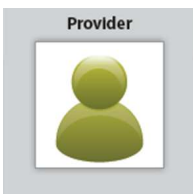
Program Manager

WDH Program Managers: Approve and provide notification of waiver eligibility, escalations, and all waiver specialist functions if needed.

Case Manager

Case Managers / Family Care Coordinators: View case load and post case notes to communicate case updates with the State. Submit applicant documents to apply for waiver funding. Submit and monitor participant plans of care once cases are funded by Waivers.

DFS

Department of Family Services: Initiate applicant cases for the ALF/LTC waivers and submit case manager selections. Submit results of financial eligibility checks for applicants and changes to client eligibility for all six Home and Community Based waiver programs.

Provider

Service Providers (non-case managers): Depending on the waiver program, may be able to view, accept and report service activity for participants and services to which a provider is authorized to provide services for.

Note: The scope of the current project does not include access for applicants or participants and their family and support contacts. However, this may be possible in the future.

Meet our Contractor

Wyoming Department of Health selected Aspenware Internet Solutions to develop our new Waiver system. Aspenware is a software development company based in Greenwood Village, Colorado. They are known for their approach to web-based application development and commitment to quality. Their project team is partnering closely with the Department of Health Waiver program staff to build a system that's innovative and intuitive, leverages best practices in user-based design and technology, and will support our needs well into the future. You can find out more at http://www.aspenware.com.

System Requirements – What's Needed?

How will your computer need to be set up in order to access the new waiver system? Since it will be web-based, you will need to have access to the internet and your computer will need to meet some basic standards to properly run the new system.

Internet Access: You will need at least 56Kbps or faster. Most dial up modems have at least this speed, so if you have a network that's at least as fast as a modem, that should work fine. A broadband or DSL connection is recommended.

Computer: Make sure your desktop PC or laptop has Windows XP, Vista, or Windows 7 with latest service packs installed.

The recommended internet browser is Internet Explorer (IE) version 6.x, 7.x, 8.x with the 32 bit setting on Windows, which is the most common setting for IE on a computer with Windows XP. If you use IE at the 64bit setting, or Firefox 3.x on Linux/Unix and MAC OSX Leopard, or Safari 3.x on MAC OSX Leopard, there is no ActiveX control support, and you may not see all the functionality.

What about Training?

All users of the Waiver System will receive some type of training on the new system. Some users will require more extensive training than others based on their roles within the system. This training will consist of a combination of "hands on" training classes, web casts, and conference calls. Everyone will receive "how to" documentation on the new system.

"Hands on" classroom training may be provided for key system users because they will have a fundamental change in their processes with the new system. Aspenware trainers will train WDH staff members first, and then WDH will assist Aspenware trainers in classes for case managers and DFS staff. Then, case managers and DFS staff members should be able to provide additional training for the remainder of their users.

Training classes may be conducted at several regional locations around the State based on the concentration of WDH users, case managers, and DFS users. Web casts, conference calls, and self-directed training for non-case manager providers may also be used as we get closer to the go-live date. These users have fewer functions to perform within the system.

How Do I Get More Details?

The "Waiver Project News" newsletter will be published periodically as this year goes on. You can access these through your Division's web site or through your Division's current newsletter and announcement distribution channel.

Who to Contact with Questions:

You can contact your WDH Division's Program contact (below) with any questions you may have:

Developmental Disabilities Division (Adult Waiver, Children's Waiver, and Acquired Brain Injury Waiver):
Beverly Swistowicz

Phone: 307-777-3321
Email: beverly.swistowicz@health.wyo.gov

Office of Healthcare Financing (Long Term Care Waiver and Assisted Living Facilities Wavier)
Vereen Bebo

Phone: 307-777-7366
Email: vereen.bebo@health.wyo.gov

Mental Health and Substance Abuse Services Division (Children's Mental Health Waiver)
Sarah Flack

Phone: 307-777-5061
Email: sarah.flack@health.wyo.gov

As the project continues to progress, there will be a Frequently Asked Questions (FAQs) resource available to you through your Division's web site. Look for more information to come!

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